ISQ

INFORMATION STANDARDS QUARTERLY

SPECIAL ISSUE: RESOURCE SHARING

USING RESOURCE SHARING STANDARDS IN THE ORBIS CASCADE ALLIANCE CONSORTIAL BORROWING SYSTEM

ROUNDUP OF RESOURCE SHARING TOOLS & PROJECTS

FUNDING MODELS FOR COOPERATIVE INFORMATION RESOURCES AND REPOSITORIES

NISO PHYSICAL DELIVERY OF RESOURCES WORKING GROUP

NISO
How the information world CONNECTS

SP [SPOTLIGHT]

Susan Campbell
Research and Development
Consultant at CCLA and
the organization's NISO
voting representative

College Center for Library Automation: Florida's LINCC for Public Colleges

In line with this issue's theme of resource sharing, our member spotlight is the College Center for Library Automation (CCLA). Susan Campbell, Research and Development Consultant at CCLA and the organization's NISO voting representative, responded to the ISQ editor's questions about her organization and their involvement with resource sharing and standards.

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Q **For our readers who aren't familiar with CCLA, can you briefly explain who you are and what you do?**

The College Center for Library Automation, CCLA, is a unique, state-funded organization established in 1989 by the Florida Legislature with offices and a centralized computing facility headquartered in Tallahassee, Florida.

We provide a suite of automated library services to Florida's 28 public colleges—80 campus libraries in 65 cities—that are used by more than one million college students, faculty, and staff throughout the state. Our core product is "LINCC," the Library Information Network for Cooperative Content. LINCC has three key components:

» LINCCWeb, a web portal that college students use for research and to find the books and resources they need. Accessible from LINCCWeb is a shared catalog of the library materials at every public college library in Florida.

» A statewide collection of e-books, full-text journals, articles, databases, and other e-resources.

» A library management system (ILS) that librarians use behind the scenes at their colleges to catalog, circulate, and manage their library collections.

Q **This issue of ISQ is focusing on Resource Sharing. Can you tell us about CCLA's role in resource sharing for Florida's colleges?**

At the core of the LINCC system is a single database of bibliographic records representing the aggregate library collections of Florida's 28 public colleges. CCLA manages and maintains this shared database for the colleges, facilitating efficient searching and resource sharing among libraries.

We have worked with our ILS software vendor, Ex Libris, to develop a standards-based, integrated interlibrary loan module in which all Florida colleges can freely share their resources. Our single, shared database environment enables students to quickly and easily place a request for an item, regardless of which Florida college owns it. Borrowing and lending is facilitated by Florida's Library Network Statewide Ground Delivery service.

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In the past we supported and maintained a statewide document delivery program based on Ariel software, and we recently released a white paper to colleges addressing current trends in document delivery methods. On the e-resources side, we negotiate local licensing with database vendors on behalf of interested colleges, enabling them to match resources to local curriculum needs. We then provide student access to those resources through LINCCWeb.

We are currently working on partnerships with Florida's state universities to expand LINCC's existing resource sharing capabilities to include joint use libraries.

Q **A lot of the services you provide seem to be technology-related. What kinds of technology have you implemented to support your members?**

We use a variety of technologies to provide additional access to our services.

We offer "LINCCWeb Mobile" for access to LINCCWeb from a phone or other mobile device. Among the more popular student-focused technologies that we offer is a small, downloadable LINCCWeb toolbar. The toolbar attaches to the student's browser so college library resources are conveniently accessible any time they are needed. We are also working with colleges to integrate LINCCWeb into local course management systems.

CCLA collaborated with the Tampa Bay Library Consortium on Florida's statewide *Ask a Librarian* online reference service, which makes library staff and resources available in real time via live chat, phone, text, or e-mail.

We are currently undertaking statewide implementation of our next-generation LINCCWeb, based on Ex Libris' Primo discovery platform. Our implementation permits local customization, returns faceted results with availability and call number on the initial screen, permits tagging and reviews, and has built-in links to the *Ask a Librarian* service. We use metasearch and a link resolver to provide A-Z database lists and return context-sensitive links to full-text.

And on the open source front, we recently released open source code that we developed to facilitate collection of usage statistics from commercial e-resources vendors. While we endorse and support both COUNTER and SUSHI for reporting, we have developed this approach while waiting for broader adoption of these standards.

Q **Technology depends heavily on standards. How has CCLA incorporated standards into its products/services and how has that benefitted you? What standards are particularly important to you?**

We have close working relationships with our vendors to ensure that standards are incorporated into the products and services we provide. For example, our next-generation discovery tool, based on the Primo platform, is heavily reliant on the OpenURL standard. We continue to encourage the integration of NCIP (NISO Circulation Interchange Protocol) messages into our ILS. We are careful to include language about COUNTER compliance in our e-resource licenses. When the inclusion of standards into products and services is well thought-out and well executed, we have been very happy with the resulting interoperability and cross-platform standardization.

Since we often have to tie together software that is operating on different platforms, we are always interested in standards that make that happen more smoothly. For example, one initiative that we are watching closely is NISO's ESPReSSO project (Establishing Suggested Practices Regarding Single Sign-On Authentication). Easy and sustainable authentication to licensed resources across

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platforms would be extremely valuable to our colleges and students.

Looking beyond library-specific standards, we are very interested in XML, HTML5, and the increasing ubiquity of smartphones and the standards that support them. We are especially interested in the wider adoption of cross-platform e-book reader standards.

Q **How has CCLA been involved in standards or best practices development? How does being involved at the development level benefit your organization?**

We have long been a voting member of NISO, and have also been an active participant in the Metasearch Initiative's Authentication and Access Management Committee, the NCIP Implementers Group, and the Discovery to Delivery Topic Committee.

We are encouraged by the recent developments by the NCIP Standing Committee (formerly the Implementers Group) to communicate changes and information about implementations. We look forward to more transparency about support for the NCIP nine core messages at the data/element level, ways to compare vendor support, and suggestions for more effective RFPs. In our consortia environment, where colleges have a need to work closely with university libraries and public libraries, we believe NCIP could be a potential solution for many resource sharing needs.

Q **What problem areas have you encountered that would benefit from further standards or best practices development?**

Better definitions of compliance and more standardized implementations of services in the vendor community would benefit libraries. For many standards, a test-bed to verify functionality would be helpful to certify that the standard has been implemented properly and meets clearly defined expectations. Flowcharts and graphs help describe the standard, but don't go far enough. A certification that the implementation of a standard has succeeded in meeting well defined criteria would be very helpful.

We are particularly interested in the development of additional COUNTER definitions. We believe the efforts to develop a way to count "search" as a user activity, separate from the counting of "search" as a server activity, will help give a more accurate and useful representation of database usage.

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